

IMPORTANT NOTICE TO ALL PROVIDERS

ProviderOne has scheduled a series of topic specific Webinars to provide you basic information which will help you complete readiness activities as we approach go-live. During the Webinars, you will have the opportunity to ask questions. Subject area experts will be available to respond to your questions and concerns. There are multiple opportunities to attend each topic through the month of October. The schedule along with links to register for each session is located at <http://hrsa.dshs.wa.gov/providerone/ScheduledWebinars.htm>

Please note, these sessions are not system training for go-live. The system training schedule is being finalized and will be published in the coming weeks.

Webinar Topics include:

- General Readiness Tasks and the Cutover Schedule
- Tips and Trouble Shooting for Completing ProviderOne Security
- Tips and Trouble Shooting for Completing ProviderOne Registration
- Using Taxonomy and Other New Identifiers to Get Paid
- HIPAA Batch EDI Tips and Trouble Shooting for Successful Testing

We hope you are able to attend the Webinars and look forward to this opportunity to give you this important information.

WHAT IS A WEBINAR?

During webinars, DSHS explains "how to" while providers view the material being reviewed. You also have an opportunity to ask questions. You will need a computer and a telephone to access the webinars.

PROVIDERONE RESPONSE TEAM

It's important to us that you have access to staff who can answer your questions about ProviderOne. However, we want you to know that we are experiencing a high volume of contacts and working to reallocate and train additional staff to assist you. For the quickest response, we suggest you use email when possible and include key information in the subject line.

- Security questions and login issues provideronesecurity@dshs.wa.gov [1-800-562-3022 select option 2,4,1]

- Registration process, change an NPI or Tax ID number providerenrollment@dshs.wa.gov [1-800-562-3022 select option 2,4,2]

- HIPAA EDI Gateway, setting up SFTP, or missing/bad 997 file [1-800-562-3022 select option 2,4,3]

- HIPAA testing issues hipaa-help@dshs.wa.gov [1-800-562-3022 select option 2,4,4]

- ProviderOne general questions providerone@dshs.wa.gov [1-800-562-3022 select option 2,4,wait]

WHAT IS PROVIDERONE?

The Washington State Department of Social and Health Services (DSHS) is replacing its current Medicaid Management Information System with a new payment processing system we have named ProviderOne. ProviderOne will be the primary provider payment processing system for DSHS. When fully operational, it will pay about 100,000 providers who serve 1 million people who qualify for DSHS services each year. Visit our website <http://hrsa.dshs.wa.gov/ProviderOne> to learn more